



Operation Smile

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Postal Regulatory Commission
901 New York Avenue NW
Suite 200
Washington, DC 20268

2020 JAN 28 P 3: 27 January 22, 2020

POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

Dear Commissioners,

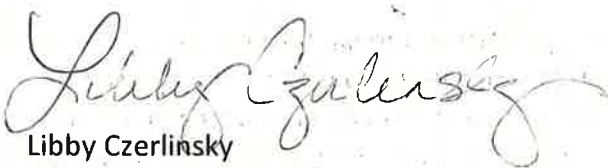
On behalf of Operation Smile and the tens of thousands of patients we serve every year, I am writing to urge you to reconsider your proposal to increase postage rates. These increases will have a severely negative impact on Operation Smile's ability to carry out our mission to restore health, dignity and provide new smiles to those living with cleft lip and cleft palate.

In its 36 years, Operation Smile has provided hundreds of thousands of free, safe surgeries to people where it's needed most. But with an estimated 7 million people living with a cleft condition our work is far from done. We have an obligation to engage more people in support of our mission. Our hope is that we can continue to mail more supporters, increase our funding and ultimately, provide more smiles for children around the world.

Direct mail plays a vital role in Operation Smile's fundraising and donor stewardship efforts. We send more than 12,000,000 pieces of mail annually. At this volume, even a fraction of a cent increase in cost would have a drastic impact on our budget, forcing us to reduce our mail volume. Such a reduction would result in a loss of revenue, limit our communication with our supporters and hinder our ability to fulfill our mission of providing new smiles.

Operation Smile joins the Nonprofit Alliance and fellow members of the non-profit community in urging you to reconsider your proposed rate increases.

On behalf of the children we serve,



Libby Czerlinsky
Director, Donor Services